

**GENERAL SERVICES ADMINISTRATION  
FEDERAL SUPPLY SERVICE  
AUTHORIZED FEDERAL SUPPLY SCHEDULE CATALOG/PRICE LIST**



**GS-07F-0006U  
Oct. 1, 2007 through Sept. 30, 2012  
Current Modification PO04 dated Feb. 25, 2010**

**Southern Healthcare Agency, Inc.  
1088 Flynt Drive  
Jackson, MS 39232-8886**

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<http://www.southernhealthcare.com>**

**BUSINESS SIZE: Small Woman-Owned Business**

On-line access to contract ordering information, terms and conditions, up-to-date pricing, and the option to create an electronic delivery order is available through **GSA Advantage!**, a menu-driven database system. The INTERNET address for **GSA Advantage!** is <http://www.gsaadvantage.gov>.

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**CUSTOMER INFORMATION**

**1a. TABLE OF AWARDED SPECIAL ITEM NUMBERS (SINs)**

736-1	Administrative Support and Clerical Occupations
736-2	Automatic Data Processing Occupations
736-3	General Services and Support Occupations
736-4	Information and Arts Occupations, including Miscellaneous Occupations

**1b. LOWEST UNIT PRICE**

Not Applicable

**1c. DESCRIPTION OF SERVICES OFFERED**

A full listing of all job titles and requirements is presented starting on page

**2. MAXIMUM ORDER\***

The Maximum Order for all SINs is \$100,000.

\*If the best value selection places your order over the Maximum Order identified in this catalog/pricelist, you have an opportunity to obtain a better schedule contract price. Before placing your order, contact the aforementioned contactor for a better price. The contractor may (1) offer a new price for this requirement (2) offer the lowest price available under this contract or (3) decline the order. A delivery order that exceeds the maximum order may be placed under the schedule contract in accordance with FAR 8.404.

**3. MINIMUM ORDER:**

The minimum order for all SINs is \$100

**4. GEOGRAPHIC COVERAGE:**

This contract is valid Nationwide (50 states, Washington, DC, and Puerto Rico).  
Wage Determination Number 05-2297, Revision Number 8, dated 07/22/2009

**5. POINT(S) OF PRODUCTION:**

Not applicable

**6. DISCOUNT FROM LIST PRICES:**

Not applicable

**7. QUANTITY DISCOUNT(S):**

None

**8. PROMPT PAYMENT TERMS:**

Net thirty (30) days.

**9a. Government Purchase Cards are accepted at or below the micro-purchase threshold.**

**9b. Government Purchase Cards are accepted above the micro-purchase threshold.**

**10. FOREIGN ITEMS:**

None

**11a. TIME OF DELIVERY:**

Not applicable

**11b. EXPEDITED DELIVERY:**

Not applicable

**11c. OVERNIGHT AND 2-DAY DELIVERY:**

Not applicable

**11d. URGENT REQUIREMENTS:**

Agencies can contact the Contractor's representative to affect a faster delivery. Customers are encouraged to contact the contractor for the purpose of requesting accelerated delivery.

**12. FOB POINT:**

Not applicable

**13a. ORDERING ADDRESS:**

Southern Healthcare Agency, Inc.  
1088 Flynt Drive  
Jackson, MS 39232-8886

**14. PAYMENT ADDRESS:**

Southern Healthcare Agency, Inc.  
1088 Flynt Drive  
Jackson, MS 39232-8886

**15. WARRANTY PROVISION:**

Standard Commercial Warranty, if applicable.

**16. EXPORT PACKING CHARGES:**

Not Applicable

**17. TERMS AND CONDITIONS OF GOVERNMENT PURCHASE CARD ACCEPTANCE:**

None

**18. TERMS AND CONDITIONS OF RENTAL, MAINTENANCE, AND REPAIR (IF APPLICABLE):**

Not Applicable

**19. TERMS AND CONDITIONS OF INSTALLATION (IF APPLICABLE):**

Not Applicable

**20. TERMS AND CONDITIONS OF REPAIR PARTS INDICATING DATE OF PARTS PRICE LISTS AND ANY DISCOUNTS FROM LIST PRICES (IF AVAILABLE):**

Not Applicable

**20a. TERMS AND CONDITIONS FOR ANY OTHER SERVICES (IF APPLICABLE):**

Not Applicable

**21. LIST OF SERVICE AND DISTRIBUTION POINTS (IF APPLICABLE):**

Not Applicable

**22. LIST OF PARTICIPATING DEALERS (IF APPLICABLE):**

Not Applicable

**23. PREVENTIVE MAINTENANCE (IF APPLICABLE):**

Not Applicable

**24a. SPECIAL ATTRIBUTES SUCH AS ENVIRONMENTAL ATTRIBUTES (e.g. recycled content, energy efficiency, and/or reduced pollutants):**

Not Applicable

**24b. Section 508 Compliance for EIT:**

Not Applicable

**25. DUNS NUMBER:**

949279202

**26. NOTIFICATION REGARDING REGISTRATION IN CENTRAL CONTRACTOR REGISTRATION (CCR) DATABASE:**

Contractor has an Active Registration in the CCR database.



## CATALOG PRICE LIST

<b>GS-07F-0006U</b>	
<b>SKILL CATEGORY</b>	<b>GSA Hourly Rate</b>
<b>736-1</b>	
Accounting Clerk I	\$25.95
Accounting Clerk II	\$28.56
Accounting Clerk III	\$32.97
Administrative Assistant	\$38.27
Court Reporter	\$33.78
Data Entry Operator I	\$21.13
Data Entry Operator II	\$22.74
Dispatcher, Motor Vehicle	\$29.56
Document Preparation Clerk	\$21.56
General Clerk I	\$20.29
General Clerk II	\$21.83
General Clerk III	\$24.08
Housing Referral Assistant	\$30.93
Medical Laboratory Technician	\$26.67
Medical Record Clerk	\$23.16
Medical Record Technician	\$25.64
Medical Transcriptionist	\$26.36
Messenger Courier	\$18.74
Optical Technician	\$27.41
Order Clerk I	\$20.90
Order Clerk II	\$24.62
Personnel Assistant I	\$26.50
Personnel Assistant II	\$29.25
Personnel Assistant III	\$32.24
Pharmacy Technician	\$23.42
Receptionist	\$21.24
Secretary I	\$24.14
Secretary II	\$26.60
Secretary III	\$30.93
Service Order Dispatcher	\$26.33
Supply Technician	\$36.09
Travel Clerk	\$21.08
Word Processor I	\$22.24
Word Processor II	\$24.55
Word Processor III	\$27.06
<b>736-2</b>	
Computer Operator I	\$28.86
Computer Operator II	\$31.88
Computer Operator III	\$38.11
Computer Operator IV	\$47.77
Computer Operator V	\$48.09

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**TEMPORARY ADMINISTRATIVE AND PROFESSIONAL STAFFING SERVICES (TAPS)**

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**736-3**

Cleaner, Vehicles	\$18.32
Elevator Operator	\$17.36
Gardner	\$27.42
Homemaker	\$23.47
Housekeeping, Aide	\$17.36
Janitor	\$18.03
Laborer, Grounds Maintenance	\$19.78
Order Filler	\$21.18
Production Line Worker (Food Processing)	\$23.44
Shipping/Packer	\$23.47
Shipping/Receiving Clerk	\$23.47
Stock Clerk	\$26.04
Store Worker I	\$18.71
Window Cleaner	\$19.37

**736-4**

Cashier	\$16.21
Desk Clerk	\$17.07
Refuse Collector	\$20.03
Sales Clerk	\$23.07

SIN 736-1

ADMINISTRATIVE SUPPORT AND CLERICAL OCCUPATIONS

**01011 Accounting Clerk I**

Performs very simple and routine accounting clerical operations, for example, recognizing and comparing easily identified numbers and codes on similar and repetitive accounting documents, verifying mathematical accuracy, and identifying discrepancies and bringing them to the supervisor's attention. Supervisor gives clear and detailed instructions for specific assignments. Employee refers to supervisor all matters not covered by instructions. Work is closely controlled and reviewed in detail for accuracy, adequacy, and adherence to instructions.

**01012 Accounting Clerk II**

Performs one or more routine accounting clerical operations, such as: examining, verifying, and correcting accounting transactions to insure completeness and accuracy of data and proper identification of accounts, and checking that expenditures will not exceed obligations in specified accounts; totaling, balancing, and reconciling collection vouchers; posting data to transaction sheets where employee identifies proper accounts and items to be posted; and coding documentation in accordance with a chart (listing) of accounts. Employee follows specific and detailed accounting procedures. Completed work is reviewed for accuracy and compliance with procedures.

**01013 Accounting Clerk III**

Uses a knowledge of double entry bookkeeping in performing one or more of the following: Posts actions to journals, identifying subsidiary accounts affected and debit and credit entries to be made and assigning proper codes; reviews computer printouts against manually maintained journals, detecting and correcting erroneous postings, and preparing documents to adjust accounting classifications and other data; or reviews lists of transactions rejected by an automated system, determining reasons for rejections, and preparing necessary correcting material. On routine assignments, employee selects and applies established procedures and techniques. Detailed instructions are provided for difficult or unusual assignments. Completed work and methods used are reviewed for technical accuracy.

**01020 Administrative Assistant**

In addition to secretarial duties (filing, taking phone calls, scheduling appointments, making travel arrangements), this position will provide administrative support to executive staff with office management responsibilities to include budgeting, personnel records and payroll. The Administrative Assistant may be required to work independently on projects requiring research and preparation of briefing charts and other presentation materials.

**01040 Court Reporter**

Records examination, testimony, judicial opinions, judge's charge to jury, judgment or sentence of court, or other proceedings in court of law by manual or machine shorthand. Reads portions of transcript during trial on judge's request, and asks speakers to clarify inaudible statements. Transcribes recorded material, using typewriter, or dictates material into recording machine.

**01151 Data Entry Operator I**

This position works under close supervision and follows specific procedures or detailed instructions. The Data Entry Operator I works from various standardized source documents that have been coded and require little or no selecting, coding or interpreting of data. Problems such as erroneous items and codes, or missing information are resolved at the supervisory level. Work is routine and repetitive.

**01152 Data Entry Operator II**

This position requires the application of experience and judgment in selecting procedures to be followed, and searching for interpreting, selecting, or coding items to be entered from a variety of document sources. The Data Entry Operator II may occasionally perform routine work as described for Data Entry Operator I.

Excluded are operators above Level II using the key entry controls to access, read, and evaluate the substance of specific records to take substantive actions, or to make entices requiring a similar level of knowledge.



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**TEMPORARY ADMINISTRATIVE AND PROFESSIONAL STAFFING SERVICES (TAPS)**

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**01060 Dispatcher, Motor Vehicle**

Assigns motor vehicles and drivers for conveyance of freight or passengers. Compiles list of available vehicles. Assigns vehicles according to factors, such as length and purpose of trip, freight or passenger requirements and preference of user. Issues keys, record sheets, and credential to drivers. Records time of departure, destination, cargo, and the expected time of return. Investigates overdue vehicles. May confer with customers to expedite or locate missing, misrouted, delayed or damaged merchandise. May maintain record of mileage, fuel used, repairs made and other expenses. May establish service or delivery routes. May supervise loading and unloading. May issue equipment to drivers, such as hand trucks, dollies, and blankets. May direct activities of drivers, using two-way radio. May assign helpers to drivers. May work at vehicle distribution center and assign vehicles to customer agencies.

**01070 Document Preparation Clerk (Document Preparer)**

This position prepares documents such as brochures, books, periodicals, catalogs, and pamphlets for copying or photocopying. The Document Preparation Clerk cuts documents into individual standardized pages, using a paper cutter or razor knife. Document pages are reproduced as necessary to improve clarity or to adjust the standardized page size according to the limitations of the designated copy machine. The Document Preparation Clerk stamps standard symbols on pages or inserts instruction cards to notify Duplicating Machine Operator of special handling, prepares cover sheets and document folders for material, and index cards for files, and files folder according to index code and copies priority schedule.

**01111 General Clerk I**

Follows a few clearly detailed procedures in performing simple repetitive tasks in the same sequence, such as filing pre-coded documents in a chronological file or operating office equipment, e.g., mimeograph, photocopy, addressograph or mailing machine. Requires a high school diploma or its equivalent and 1 year of experience in the field or in a related area.

**01112 General Clerk II**

This position requires familiarity with the terminology of the office unit. The General Clerk selects appropriate methods from a wide variety of procedures or makes simple adaptations and interpretations of a limited number of substantive guides and manuals. The clerical steps often vary in type or sequence, depending on the task. Recognized problems are referred to others.

**01113 General Clerk III**

This position uses some subject-matter knowledge and judgment to complete assignments consisting of numerous steps varying in nature and sequence. The General Clerk III selects from alternative methods and refers problems not solvable by adapting or interpreting substantive guides, manuals, or procedures. Typical duties include: assisting in a variety of administrative matters; maintaining a wide variety of financial or other records (stored both manually and electronically); verifying statistical reports for accuracy and completeness; compiling information; and handling and adjusting complaints.

The General Clerk III may also direct lower level clerks. Positions above level IV are excluded. Such positions require workers to use a thorough knowledge of an office's work and routine to: 1) choose among widely varying methods and procedures to process complex transactions; and 2) select or devise steps necessary to complete assignments. Typical jobs covered by this exclusion include administrative assistants, clerical supervisors, and office managers.

**01120 Housing Referral Assistant**

This position provides housing information to an organization's employees moving to a new location. The Housing Referral Assistant will contact individuals or organizations such as landlords, real estate agents, mobile home dealers, trailer court managers and Chambers of Commerce by phone. May correspond to obtain listings of rental or sale properties, future housing prospects, and to develop a working relationship with the housing referral service. Job tasks include: compiling housing lists of rental property and properties for purchase. Periodically the Housing Referral Assistant communicates with contacts to update listings, ensures that property owners comply with the nondiscrimination policy, and counsels applicants with regard to special circumstances, e.g. medical or financial hardships, and availability of housing that will meet applicants' needs.

Job tasks include: providing information regarding community services, searches files, makes telephone calls and referrals, providing information regarding locations, owners, agents, price ranges, loans and other related information. The Housing Referral Assistant maintains daily records of office activities (including number of applicants, number of applicants placed, and agents solicited or listed), schedules appointments for housing inspectors, prepares reports as required, and replies to complaints, investigations and letters of inquiry.

**12130 Medical Laboratory Technician(Clinical Laboratory Assistant; Registered Medical Technician)**

The Medical Laboratory Technician (Clinical Laboratory Assistant, Registered Medical Technician) performs a variety of routine tests and laboratory procedures in a medical laboratory for use in diagnosis and treatment of disease. This technician conducts urinalyses, clinical chemistry tests and blood counts, prepares tissue samples for study by medical technologist or pathologist, prepares chemical reagent stains and solutions tends automatic equipment to prepare specimens and perform analytic tests, makes preliminary identification of bacterial cultures subject to confirmation of supervisor, maintains laboratory stock of chemicals and glassware, and may collect specimens from patients.

**12160 Medical Record Clerk**

The Medical Record Clerk compiles, verifies, and files medical records of hospital or clinic patients and compiles statistics for use in reports and surveys, prepares folders and maintains records of newly admitted patients. reviews contents of patients' medical record folders, assembles into standard order, and files according to established procedure, reviews inpatient and emergency room records to insure presence of required reports and physicians' signatures, and routes incomplete records to appropriate personnel for completion or prepares reports of incomplete records to notify administration, checks list of discharged patients to insure receipt of all current records, compiles daily and periodic statistical data, such as admissions, discharges, deaths, births, and types of treatment rendered. This technician will also record diagnoses and treatments, including operations performed, for use in completing hospital insurance billing forms maintain death log, type and process birth certificates, assist other workers with coding of records, make copies of medical records, using duplicating equipment, and may schedule and post results of laboratory tests to records.

**12190 Medical Record Technician**

The Medical Record Technician (Medical Record Administrator) maintains medical records of hospital and clinic patients, reviews medical records for completeness and accuracy, codes diseases, operations, diagnoses and treatments, compiles medical care and census data for statistical reports, and maintains indexes on patient, disease, operation, and other categories. The Medical Record Technician directs routine operation of medical record department, files, or directs Medical Record Clerk to file, patient records, maintains flow of medical records and reports to departments, and may assist medical staff in special studies or research.

**12195 Medical Transcriptionist**

The Medical Transcriptionist transcribes medical dictation by physicians and other medical practitioners pertaining to patients' assessments, diagnostics, therapy and other medical reports. This position usually requires a high school diploma or equivalent and coursework in medical terminology and two years of related work experience. Prospects must be familiar with standard concepts, practices and procedures within a medical field, be able to perform a variety of tasks and utilize limited experience and independent judgment to accomplish goals.

**01141 Messenger (Courier)**

Drives automobile or light truck to deliver messages, documents, packages and mail to various business concerns or governmental agencies. May transport office personnel and visitors, and perform miscellaneous errands, such as carrying mail to and from the post office and sorting or opening incoming and outgoing mail. May obtain receipts for articles delivered and keep a log of items received and delivered. May deliver items to offices and departments within an establishment.

**12236 Optical Technician**

The Optical Technician operates machinery to construct eyeglasses based on specific prescription information. This person must be familiar with standard concepts, practices and procedures within the optical field. The Optical Technician performs a variety of tasks and utilizes limited experience and independent judgment to accomplish goals. The Optical Technician reports to supervisor or manager

**01191 Order Clerk I**

This position handles orders involving items that have readily identified uses and applications. The Order Clerk I may refer to a catalog, manufacturer's manual or similar document to insure that the proper item is supplied or to verify the price of order.

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**TEMPORARY ADMINISTRATIVE AND PROFESSIONAL STAFFING SERVICES (TAPS)**

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**01192 Order Clerk II**

This position handles orders that involve making judgments such as choosing which specific product or material from the establishment's product lines will satisfy the customer's needs, or determining the price to be quoted when pricing involves more than merely referring to a price list or making some simple mathematical calculations.

**01261 Personnel Assistant (Employment) I**

Performs routine tasks which require a knowledge of personnel procedures and rules, such as :providing simple employment information and appropriate lists and forms to applicants or employees on types of jobs being filled, procedures to follow, and where to obtain additional information; ensuring that the proper forms are completed for name changes, locator information, applications, etc. and reviewing completed forms for signatures and proper entries; or maintaining personnel records, contacting appropriate sources to secure any missing items, and posting items such as dates of promotions, transfer, and hire, or rates of pay or personal data. If this information is computerized, outside inquiries for simple factual information, such as verification of dates of employment in response to telephone credit checks of employees. Some receptionist or other clerical duties may be performed. May be assigned work to provide training for a higher-level position. Detailed rules and procedures are available for all assignments. Guidance and assistance on unusual questions are available at all times. Work is spot checked, often on a daily basis.

**01262 Personnel Assistant (Employment) II**

Examines and/or processes personnel action documents using experience in applying personnel procedures and policies. Ensures that information is complete and consistent and determines whether further discussion with applicants or employees is needed or whether personnel information must be checked against additional files or listings. Selects appropriate precedents, rules, or procedures from a number of alternatives. Responds to varied questions from applicants, employees, or managers for readily available information which can be obtained from file material or manuals; responses require skill to secure cooperation in correcting improperly completed personnel documents or to explain regulations and procedures. May provide information to managers on availability of applicants and status of hiring actions; may verify employment dates and places supplied on job applications; may maintain personnel records; and may administer typing and stenography test. Completes routine assignments independently. Detailed guidance is available for situations that deviate from established precedents. Clerks/assistants are relied upon to alert higher-level clerks/ assistants or supervisor to such situations. Work may be spot checked periodically.

**01263 Personnel Assistant (Employment) III**

Serves as a clerical expert in independently processing the most complicated types of personnel actions, e.g., temporary employment, rehires, and dismissals and in providing information when it is necessary to consolidate data from a number sources, often with short deadlines. Screens applications for obvious rejections. Resolves conflicts in computer listings or other sources of employee information. Locates lost documents or reconstructs information using a number of sources. May check references of applicants when information in addition to dates and places of past work is needed, and judgment is required to ask appropriate routine follow-up questions. May provide guidance to lower level clerks. Supervisory review is similar to level II. AND/OR Performs routine personnel assignments beyond the clerical level, such as: orienting new employees to programs, facilities, rules on time and attendance, and leave policies; computing basic statistical information for reports on manpower profiles, EEO progress and accomplishments, hiring activities, attendance and leave profiles, turnover, etc.; and screening applicants for well-defined positions, rejecting those who do not qualify for available openings for clear cut reasons, referring others to appropriate employment interviewer. Guidance is provided on possible sources of information, methods of work, and types of reports needed. Completed written work receives close technical review from higher-level personnel office employees; other work may be checked occasionally.

**12250 Pharmacy Technician**

Duties for Pharmacy Technician include the following: prepare and dispense medications, maintain related records for patients in hospital or clinic under supervision of pharmacist; prepare, package, label and distribute medication doses prescribed by physician. This technician maintains patient medication profile records, utilizing compute, and maintains inventories of drugs and supplies; performing such duties as placing drug and supply orders with vendors, stocking shelves, rotating stock and checking expiration date of pharmaceuticals.

**01280 Receptionist**

This position greets visitors, determining nature of visits and directing visitors to appropriate persons. The Receptionist may also have other duties such as recording and transmitting messages; keeping records of calls placed; providing information to callers and visitors; making appointments; keeping a log of visitors; and issuing visitor passes. In this position, one may also work on a computer and perform other routine clerical work that may occupy the major portion of the worker's time.

**01311 Secretary I**

LR-1 Carries out recurring office procedures independently, and selects the guideline or reference that fits the specific case. The supervisor provides specific instructions on new assignments and checks completed work for accuracy. The LR-1 performs varied duties including or comparable to the following:

- a. Respond to routine telephone requests that have standard answers; refer calls and visitors to appropriate staff. Control mail and assure timely staff response, and send form letters;
- b. As instructed, maintain supervisor's calendar, make appointments, and arrange for meeting rooms;
- c. Review materials prepared for supervisor's approval for typographical accuracy and proper format;
- d. Maintain recurring internal reports, such as time and leave records, office equipment listings, correspondence controls, and training plans;
- e. Requisition supplies, printing, maintenance or other services, type, take and transcribe dictation, create and maintain office files.

**01312 Secretary II**

LR-2 handles differing situations, problems, and deviations in the work of the office according to the supervisor's general instructions, priorities, duties, policies, and program goals. Supervisor may assist secretary with special assignments. Duties include or are comparable to the following:

- a. Screen telephone calls, visitors, and incoming correspondence; personally respond to requests for information concerning office procedures; determine which requests should be handled by the supervisor, appropriate staff member or other offices, prepare and sign routine non-technical correspondence in own or supervisor's name;
- b. Schedule tentative appointments without prior clearance. Make arrangements for conferences and meetings and assemble established background materials as directed. May attend meetings and record and report on the proceedings;
- c. Review outgoing materials and correspondence for internal consistency and conformance with supervisor's procedures; assure that proper clearances have been obtained, when needed;
- d. Collect information from the files or staff for routine inquiries on office program(s) or periodic reports, and refer non-routine requests to supervisor or staff;
- e. Explain to subordinate staff supervisor's requirements concerning office procedures, coordinate personnel and administrative forms for the office and forwards for processing.

**01313 Secretary III**

LR-3 uses greater judgment and initiative to determine the approach or action to take in non-routine situations, interprets and adapts guidelines, including unwritten policies, precedents, and practices, which are not always completely applicable to changing situations. Duties include or are comparable to the following:

- a. Based on knowledge of the supervisor's views, compose correspondence on own initiative about administrative matters and general office policies for supervisor's approval;
- b. Anticipate and prepare materials needed by the supervisor for conferences, correspondence, appointments, meetings, telephone calls, etc., and informs supervisor on matters to be considered;
- c. Read publications, regulations, and directives and take action or refer those that are important to the supervisor and staff;
- d. Prepare special or one-time reports, summaries, or replies to inquiries, selecting relevant information from a variety of sources such as reports, documents, correspondence, other offices, etc., under general directions;
- e. Advise secretaries in subordinate offices on new procedures; request information needed from the subordinate offices(s) for periodic or special conferences, reports, inquiries, etc., and shifts clerical staff to accommodate workload needs.

**01320 Service Order Dispatcher**

Receives, records, and distributes work orders to service crews upon customers' requests for service on articles or utilities purchased from wholesale or retail establishment or utility company. Records information, such as name, address, article to be repaired, or service to be rendered. Prepares work order and distributes to service crew. Schedules service call and dispatches service crew. Calls or writes customer to insure satisfactory performance of service. Keeps record of service calls and work orders. May dispatch orders and relay messages and special instructions to mobile crews and other departments, using radiotelephone equipment.

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**TEMPORARY ADMINISTRATIVE AND PROFESSIONAL STAFFING SERVICES (TAPS)**

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**01410 Supply Technician**

This position performs limited aspects of technical supply management work (e.g., inventory management, storage management, cataloging, and property utilization) related to depot, local, or other supply activities. Work usually is segregated by commodity area or function, and controlled in terms of difficulty, complexity, or responsibility. Assignments usually relate to stable or standardized segments of technical supply management operations; or to functions or subjects that are narrow in scope or limited in difficulty. The work generally involves individual case problems or supply actions. This work may require consideration of program requirements together with specific variations in or from standardized guidelines. Assignments require:

(a) a good working knowledge of the governing supply systems, programs, policies, nomenclature, work methods, manuals, or other established guidelines; (b) an understanding of the needs of the organization serviced; and (c) analytical ability to define or recognize the dimension of the problems involved, to collect the necessary data to establish the facts, and take or recommend action based upon application or interpretation of established guidelines.

**01531 Travel Clerk I**

Under close supervision or following specific procedures and detailed instructions, The Travel Clerk I arranges travel on one or two modes of transportation. Travel is usually recurrent by the same modes, carriers, routes and same major points of origin and destination, seldom involving special transportation privileges or requiring special allowances or planning for supplemental transportation facilities. When such services are required, they do not occur in such variety or with such frequency as to create problems of timing or coordination.

**01611 Word Processor I**

This position produces a variety of standard documents, such as correspondence, form letters, reports, tables and other printed materials. Work requires skill in typing; a knowledge of grammar, punctuation and spelling; and ability to use reference guides and equipment manuals. The Word Processor I performs familiar, routine assignments following standard procedures, seeks further instructions for assignments requiring deviations from established procedures.

**01612 Word Processor II**

This position uses knowledge of varied and advanced functions of one software type, knowledge of varied functions of different types of software, or knowledge of specialized or technical terminology to perform such typical duties as:

- a. Editing and reformatting written or electronic drafts. Examples include: correcting function codes; adjusting spacing formatting and standardizing headings, margins, and indentations.
- b. Transcribing scientific reports, lab analysis, legal proceedings, or similar material from voice tapes or handwritten drafts. Work requires knowledge of specialized, technical, or scientific terminology.

Work requires familiarity with office terminology and practices. Incumbent corrects copy, and questions originator of document concerning missing information, improper formatting, or discrepancies in instructions. Supervisor sets priorities and deadlines on continuing assignments, furnishes general instructions for recurring work and provides specific instructions for new or unique projects.

**01613 Word Processor III**

Requires both a comprehensive knowledge of word processing software applications and office practices and a high degree of skill in applying software functions to prepare complex and detailed documents. For example, processes complex and lengthy technical reports which include tables, graphs, charts, or multiple columns. Uses either different word processing packages or many different style macros or special command functions; independently completes assignments and resolves problems.

**SIN 736-2****AUTOMATIC DATA PROCESSING OCCUPATIONS****14041 Computer Operator I**

The Computer Operator I works under close personal supervision and is provided detailed written or oral guidance before and during assignments. As instructed, this worker resolves common operating problems and may serve as an assistant operator working under close supervision or performing a portion of a more senior operator's work.

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**TEMPORARY ADMINISTRATIVE AND PROFESSIONAL STAFFING SERVICES (TAPS)**

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**14042 Computer Operator II**

The Computer Operator II processes scheduled routines that present few difficult operating problems (e.g., infrequent or easily resolved error conditions). In response to computer output instructions or error conditions, this worker applies standard operating or corrective procedure, refers problems that do not respond to preplanned procedure, and may serve as an assistant operator, working under general supervision.

**14043 Computer Operator III**

The Computer Operator III processes a range of scheduled routines. In addition to operating the system and resolving common error conditions, this worker diagnoses and acts on machine stoppage and error conditions not fully covered by existing procedures and guidelines (e.g., resetting switches and other controls or making mechanical adjustments to maintain or restore equipment operations). In response to computer output instructions or error conditions, the Computer Operator III may deviate from standard procedures if standard procedures do not provide a solution and refers problems which do not respond to corrective procedures to a person of supervisory or higher individual contributor level.

**14044 Computer Operator IV**

The Computer Operator IV adapts to a variety of nonstandard problems that require extensive operator intervention (e.g. frequent introduction of new programs, applications, or procedures). In response to computer output instructions or error conditions, this worker chooses or devises a course of action from among several alternatives and alters or deviates from standard procedures if standard procedures do not provide a solution (e.g. reassigning equipment in order to work around faulty equipment or transfer channels); then refers problems if necessary. Typically, completed work is submitted to users without supervisory review.

**14045 Computer Operator V**

The Computer Operator V resolves a variety of difficult operating problems (e.g. making unusual equipment connections and rarely used equipment and channel configurations to direct processing through or around problems in equipment, circuits, or channels or reviewing test run requirements and developing unusual system configurations that will allow test programs to process without interfering with ongoing job requirements). In response to computer output instructions and error conditions or to avoid loss of information or to conserve computer time, operator deviates from standard procedures. Such actions may materially alter the computer unit's production plans. This operator may spend considerable time away from the control station providing technical assistance to lower level operators and assisting programmers, systems analysts, and subject matter specialists with resolution of problems.

**SIN 736-3****GENERAL SERVICES AND SUPPORT OCCUPATIONS****11030 Cleaner, Vehicles**

Cleans interiors and exteriors of transportation vehicles, such as automobiles, buses, railroad cars, and streetcars. Cleans interior of vehicle, using broom, cloth, mop, vacuum cleaner, and whiskbroom. Cleans windows with water, cleansing compounds, and cloth or chamois. Replenishes sanitary supplies in vehicle compartments. Removes dust, grease, and oil from exterior surfaces of vehicles, using steam-cleaning equipment or by spraying or washing vehicles, using spraying equipment, brush or sponge. May polish exterior of vehicle. May fumigate interior of vehicle, using fumigating gases or sprays.

**11060 Elevator Operator**

Operates elevator to transport passengers or freight between floors of a building such as a department store, hotel, office building, apartment house, or manufacturing plant. Pushes buttons or moves levers on signal or instructions from passengers or others to control movement of elevator. Opens and closes safety gate and elevator door at each floor where stop is made. May supply information to passengers concerning location of offices, merchandise, and individuals. May distribute mail to various floors, answer telephone, and prevent unauthorized persons from entering building. May load or unload freight or assist other employees to do so. May transport freight from elevator to designated area, using hand truck. May sweep or vacuum elevator.

**11090 Gardener**

Plans and executes small scale landscaping operations and maintains grounds and landscape of household, business and other properties. Works with assistant in preparing and grading terrain, applying fertilizers, seeding and sodding lawns, and transplanting shrubs and plants, and cultivates them, using gardening implements and power-operated equipment. Plants new and repairs established lawns, using seed mixtures and fertilizers recommended for particular soil type and lawn location. Locates and plants shrubs, trees, and flowers recommended for particular landscape effect or those selected by property owner. Mows and trims lawns, using hand or power mower. Trims shrubs and cultivates gardens. Sprays trees and shrubs and applies supplemental liquid and dry nutrients to lawn, trees and shrubs. Cleans ground, using rakes, brooms, and hose. May dig trenches and install drain tiles. May repair concrete and asphalt walks and driveways.

**24630 Homemaker**

The Homemaker is responsible for the day-to-day provision of homemaker care services to the clients of Support For Home. This is a culture of compassion, of commitment to assisting seniors, new mothers and babies, and individuals with disabilities in remaining as independent as possible in their homes. The culture is one of data-based decision making, of rigor in our delivery of care management services, of very high standards of customer service and client satisfaction, and of steadfast commitment to high levels of staff training and support. The Companion Caregiver works directly with the Supervisor to assure that the agency is achieving its outcomes and goals for our clients. Duties and responsibilities reflect the essential functions for this job, but do not restrict the tasks that may be assigned. The Supervisor or Scheduler/Client Care Coordinator may assign or reassign duties and responsibilities to this job at any time due to reasonable accommodation or other reasons.

- Performs light housekeeping tasks, including:
- Planning and preparing nutritious meals and assisting in feeding client as appropriate
- Light housekeeping of client's environment, including linens and making bed
- Laundry of client's clothing and bedding
- Shopping
- Transportation
- Social interaction /behavior modification activities as directed by the Plan of Care.

**11122 Housekeeping Aide**

Performs special cleaning projects as well as daily cleaning duties in accordance with standard procedures of the Housekeeping Department and with hospital objectives. Uses cleaning equipment, including automatic floor machines, commercial vacuums, wet mops, large wringers and other necessary equipment, tools, chemicals and supplies. Dry- and wet-mops floors. Scrubs and buffs floors with roto and other machines. Vacuums carpets to clean and control bacteria. Transports trash from utility rooms and other collection points to incinerator, compactor, or pick-up area. Performs special cleaning of induction units, walls, lighting fixtures, and windows both inside and outside. Moves furniture and sets up meeting rooms. Collects soiled linen. Assists in cleaning emergency spills that are observed or as requested. Maintains assigned equipment for cleanliness and requests repairs when needed. Reports need for repairs to hospital equipment, furniture, building and fixtures. Assists in moving patients in case of fire, disaster or emergency evacuation. Assists security personnel in restraining disturbed patients in psychiatric wards.

**11150 Janitor**

The Janitor cleans and keeps in an orderly condition factory working areas and washrooms, or premises of an office, apartment house, or commercial or other establishment. Duties involve a combination of the following: Sweeping, mopping or scrubbing, and polishing floors; removing chips, trash, and other refuse; dusting equipment, furniture, or fixtures; polishing metal fixtures or trimmings; providing supplies and minor maintenance services; and cleaning lavatories, showers, and restrooms.

**Excluded are:**

- a. Workers who specialize in window washing.
- b. Housekeeping staff who make beds and change linens as a primary responsibility.
- c. Workers required to disassemble and assemble equipment in order to clean machinery.
- d. Workers who receive additional compensation to maintain sterile facilities or equipment.

**11210 Laborer, Grounds Maintenance**

The Laborer, Grounds Maintenance maintains grounds of industrial, commercial or public property such as buildings, camp and picnic grounds, parks, playgrounds, greenhouses, and athletic fields, and repairs structures and equipment, performing one or more of the following tasks: cut grass, using walking-type or riding mowers (less than 2000 lbs.), trim hedges and edges around walks, flowerbeds, and wells, using hedge trimmers, clippers and edging tools, prunes shrubs and trees to shape and improve growth, using shears and other hand tools, sprays lawn, shrubs, and trees with fertilizer or insecticide. Job duties also include the following: planting grass, flowers, trees, and shrubs, watering lawn and shrubs during dry periods, using hose or activating sprinkler system, picks up and burns or carts away leaves, paper or other litter; removing snow from walks, driveways, roads, or parking lots, using shovel and snow blower, spreads salt on walkways and other areas, repairing and painting fences, gates, benches, tables, guardrails, and outbuildings. This Worker assists in repair of roads, walks, buildings, and mechanical equipment, and may clean comfort stations, offices workshop areas, and parking lots by sweeping, washing, mopping and polishing.

**21071 Order Filler**

The Order Filler fills shipping or transfer orders for finished goods from stored merchandise in accordance with specifications on sales slips, customers' orders, or other instructions. This worker may, in addition to filling orders and indicating items filled or omitted, keep records of outgoing orders, requisition additional stock or report short supplies to supervisor, and perform other related duties.

**21080 Production Line Worker (Food Processing)**

This position refers to an employee employed in a food processing plant whose duties involve several of the following: loading and unloading commodities from rail cars, trucks, or other conveyances, placing merchandise in proper storage location and transporting the merchandise by hand truck, push-pull, or forklift; blends merchandise ingredients into pre-determined quality by heating, mixing, re-heating, etc. The Production Line Worker monitors blending operation to ensure that finished products meets customer's requirements, monitors flow of product into appropriate container; labels container with identifying information supplied by customer, and places containers into appropriate shipping container. Must have knowledge of various types and sizes of shipping containers and special requirements of customers.

**21110 Shipping Packer**

Someone in this position prepares finished products for shipment or storage by placing them in shipping containers, the specific operations performed being dependent upon the type, size, and number of units to be packed, the type of container employed, and method of shipment. Work requires the placing of items in shipping containers, and may involve one or more of the following: knowledge of various items of stock in order to verify content, selection of appropriate type and size of container, inserting enclosures in container; using excelsior or other material to prevent breakage or damage, closing and sealing container, and applying labels or entering identifying data on container.

**21130 Shipping / Receiving Clerk**

The Shipping/Receiving Clerk performs clerical and physical tasks in connection with shipping goods of the establishment in which employed and receiving incoming shipments. In performing day-to-day, routine tasks, this worker follows established guidelines. In handling unusual non-routine problems, this worker receives specific guidance from supervisor or other officials. This incumbent may direct and coordinate the activities of other workers engaged in handling goods to be shipped or being received. Shipping duties typically involve the following: verifying that orders are accurately filled by comparing items and quantities of goods gathered for shipment against documents; insuring that shipments are properly packaged, identified with shipping information, and loaded into transporting vehicles, and preparing and keeping records of goods shipped, e.g., manifests, bills of lading. Receiving duties typically involve the following: verifying the correctness of incoming shipments by comparing items and quantities unloaded against bills of lading, invoices, manifests, storage receipts, or other records, checking for damaged goods, insuring that goods are appropriately identified for routing to departments within the establishment, and preparing and keeping records of goods received.

**21150 Stock Clerk**

The Stock Clerk receives, stores, and issues equipment, materials, supplies, merchandise, foodstuffs, or tools, and compiles stock records of items in stockroom, warehouse or storage yard. This worker sorts, or weighs incoming articles to verify receipt of items on requisition or invoice, examines stock to verify conformance to specifications, stores articles in bins, on floor or on shelves, according to identifying information, such as style, size or type of material, fills orders or issues supplies from stock, prepares periodic, special or perpetual inventory of stock, and requisitions articles to fill incoming orders. This worker also compiles reports on use of stock handling equipment, adjustments of inventory counts and stock records, spoilage of or damage to stock, location changes, and refusal of shipments, may mark identifying codes, figures, or letters on articles, may distribute stock among production workers, keeping records of material issued, may make adjustments or repairs to articles carried in stock, and may cut stock to site to fill order.



**21140 Store Worker I**

The Store Worker I will perform the following tasks at an establishment whose primary function is that of the resale of merchandise in a retail environment, move merchandise by use of non-motorized equipment that is intended for display and resale purposes include the cleaning of merchandise on or in display fixtures utilizing various merchandise techniques common to retail trade. Merchandise may be displayed by a predetermined placement system using labels or other identifying marks. This worker will maintain the display sales area by straightening merchandise to give a neat, full, and salable appearance, removing damaged or outdated merchandise, and displaying merchandise in such a manner to maintain freshness and sale dates, may determine display or sale requirements from existing inventory, may be required to keep inventory forms of merchandise stocked and merchandise returned to storage, may be required to affix labels to merchandise indicating sale price, item description, or other information, and may be required to offer customer or patron assistance with the location or selection of merchandise.

**11360 Window Cleaner**

The Window Cleaner cleans windows, glass partitions, mirrors, and other glass surfaces of building interior or exterior, using pail of soapy water or other cleaner, sponge, and squeegee, crawls through windows from inside and hooks safety belt to brackets for support; sets and climbs ladder to reach second or third story; uses basin chair, swings stage or other scaffolding lowered from roof to reach outside windows; or stands to reach first floor or inside windows.

**SIN 736-4****INFORMATION AND ARTS OCCUPATIONS, INCLUDING MISCELLANEOUS OCCUPATIONS****99030 Cashier**

The Cashier receives cash from customers or employees in payment for goods or services and records amounts received, computes or re-computes bills, itemized lists, and tickets showing amount due using adding machine or cash register, makes change, cashes checks and issues receipts or tickets to customers; records amounts received, prepares reports of transactions, reads and records totals shown on cash register tape and verifies against cash on hand. The Cashier may make credit card transactions and may be required to know value and features of items for which money is received. This worker may give cash refunds or issue credit memorandums to customers for returned merchandise, operate ticket-dispensing machine, sell candy, cigarettes, gum and gift certificates, and issue trading stamps. This person is usually employed in restaurants, cafeterias, theaters, retail stores, and other establishments.

**99050 Desk Clerk**

The Desk Clerk performs any combination of the following duties for guests of hotel, motel, or other lodging facility: registers and assigns rooms to guests, issues and receives room keys, date-stamps, sorts, and racks incoming mail and messages; receives and transmits messages using equipment such as telephone switchboard, console, telegraph, and teletype, answers inquiries pertaining to establishment services, shopping, dining, entertainment, and travel directions, keeps records of room availability and guests' accounts, computes bills, collects payments, and makes changes for guests. The Desk Clerk makes and confirms room reservations, may post charges such as room, food, liquor, or telephone to casebooks by hand or machine, make restaurant, transportation, or entertainment reservations, and arrange for tours, may deposit guests' valuables in safe or safe-deposit box, and may sell tobacco, candy, and newspapers.

**99730 Refuse Collector**

The Refuse Collector picks up garbage, trash, or refuse from homes, businesses and other locations and deposits it in a truck.

**99810 Sales Clerk**

The Sales Clerk sells a variety of inexpensive merchandise usually in a retail trade establishment, for which knowledge of the items sold is not a primary requirement. This incumbent performs the following tasks: stocks shelves, counters, or tables with merchandise, sets up advertising displays or arranges merchandise on counters or tables to promote sales, stamps, marks, or tags price on merchandise; obtains merchandise requested by customer or receives merchandise selected by customer; totals price and tax on merchandise selected by customer using paper and pencil, cash register, or adding machine to determine bill. This worker receives payment and makes change, occasionally calculates sales discount in determining sales slip, wraps or bags merchandise for customers, cleans shelves, counter, or tables, as necessary; may keep record of sales, prepare inventory of stock, or order merchandise; and may be designated according to product sold or type of store.